

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent
Information For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filed: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas
December 23, 2004

MAIL STOP RCE
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Alexandria, VA 22313-1450

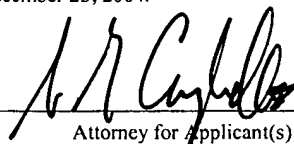
PETITION FOR EXTENSION OF TIME

Dear Sir:

Applicant respectfully petitions for a one-month extension of time within which to respond to the November 24, 2004 Advisory Action, such extension allowing the undersigned until December 24, 2004 to respond.

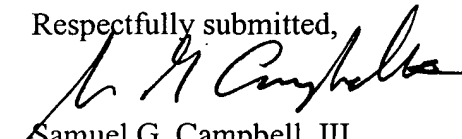
Please charge the amount of \$120.00 as set forth in the enclosed transmittal letter.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on December 23, 2004.


Attorney for Applicant(s)

12/23/04
Date of Signature

Respectfully submitted,


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